



Talkument™
The Leader in Voice Documentation

TALKUMENT: THE LEADER IN VOICE DOCUMENTATION

OAISYS® Talkument™ does for phone calls what e-mail did for letters and memos, with the same benefits to productivity and accuracy. A voice document captures a digital copy of telephone calls for users to comment upon, share and retain.

A communications appliance, Talkument connects with a wide range of digital and IP telephone systems to let users record, organize and share their voice documents.

Can't remember if Mike from Tulsa needs that order to arrive on the 30th or the 31st? Simply review the voice document. Once verified, highlight the portion of the conversation where Mike told you the address and billing information and share the document directly with your shipping manager to eliminate the risk of miscommunication.

Would you like your superior's advice after a difficult conversation with an upset customer? Rather than recreating the discussion from memory and promoting a "he said/she said" situation, simply retrieve the voice document, highlight the related section, add your comments and send it directly for review.

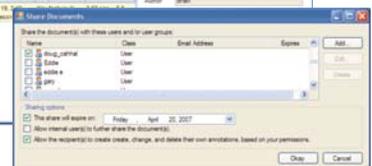
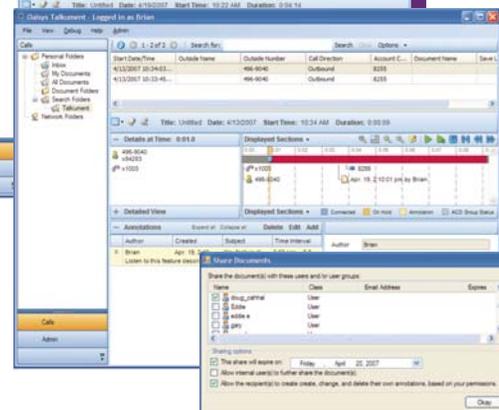
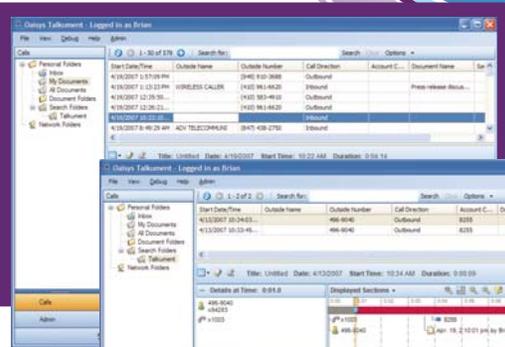
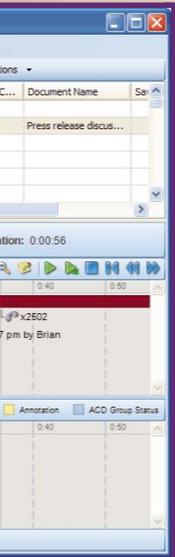
Do you need to involve your entire sales and fulfillment team to solve a customer service issue? Highlight the relevant portion of the voice document with Talkument, comment on what actions need to be taken, share the call with the group and get everyone into action immediately.

Now, telephone conversations no longer disappear as they occur, leaving just a few lines of ink on a notepad to retain the important details at completion. With Talkument, a voice document and the treasure trove of additional information it contains are there for posterity.



**STORE
ORGANIZE
COMMENT
COLLABORATE**

The intuitive Talkument Viewer windows and controls take Talkument to the next dimension of voice documentation.





WELCOME TO THE NEXT ERA OF BUSINESS DOCUMENTATION

E-mail revolutionized the business memo from a sluggish communication method of limited future accessibility into an essential business tool. Now business people send messages that are instantly stored for quick retrieval and future viewing. When a message is received, it can be quickly edited, updated and accurately shared to an individual or group. Desktop folder organization made it simple to keep track of all messages related to a given subject.



Details at Time: 0:12.9	Displayed Sections
ADV TELECOMMUNI (847) 438-2750	0:00 0:10 0:20 0:30 0:45 1:00

RETAIN, HIGHLIGHT & MANAGE

The positive impact desktop folder organization had on how business gets done was nearly immediate and has since become universal.

While infinite advances have been made in how telephone calls are connected, not much has been done to promote the efficient documentation of verbal conversations. The best a business person could do was to participate in a telephone conversation, take notes physically or electronically and share them with team members through subsequent conversation or e-mail. There was no way to retain, highlight and personally manage the content of actual phone conversations.

Until now.

Start Date/Time	Outside Name	Outside Number	Call Direction	Account
4/19/2007 11:57:09 PM	(949) 910-3688	(410) 961-6620	Outbound	
4/19/2007 11:13:23 PM	WIRELESS CALLER	(410) 961-6620	Inbound	
4/19/2007 12:35:50...		(410) 583-4910	Outbound	
4/19/2007 12:26:21...		(410) 961-6620	Outbound	
4/19/2007 10:22:10...			Inbound	
4/19/2007 8:49:29 AM	ADV TELECOMMUNI	(847) 438-2750	Inbound	

THE LEADER IN VOICE DOCUMENTATION

Twenty years ago, no one could imagine the profound impact electronic documentation of written communications using e-mail would have on business. Now, no one can imagine successfully doing business without it.

FEATURE	FUNCTION	BENEFIT
Voice Documentation	Stores a digital copy of phone calls	Lets users refer to, play back and share voice documents with co-workers
Document Sharing	Enables users to share voice documents with other people	Eliminates errors in recollection and transcription
100% Accurate	All content is stored as it happens	No errors in recollection or data provided. "He said/she said" becomes a thing of the past
Accessibility	Voice documents shared with other users are theirs to work with	Increased efficiency; no more need to have information re-sent or repeated
Highlighting	Bring attention to specific portions of voice documents and tie them into comments	Recipients don't need to listen to the entire document. Simply highlight the portion that concerns the recipient and they can go right to it
Comments	Insert and associate text comments with a voice document	Adds supplemental information to the voice document to enhance communication and efficiency
Categorization	Voice documents can be sorted into folders for easy management	Manage voice documents in folders such as "Sales", "Orders", "Billing" or whatever headings best serve each individual's needs
Security	Voice documents are securely stored on Talkument appliance	Users can only access the voice documents or sections they have permission for



Today, Talkument does for the phone call what e-mail did for the memo. Talkument, brought to you by OAISYS.

To move your business into the next era of business documentation, please call 888.496.9040 or visit us at www.oaisys.com or www.talkument.com.

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